

## POLICE DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### DEFINITION

To perform a variety of dispatching duties for emergency and non-emergency calls; to dispatch police officers to calls for service; to operate a variety of communication equipment including radio, telephone and computer systems; and to perform a variety of duties relative to assigned area of responsibility.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Police Commander.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** – *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### Essential Functions:

1. Receive emergency and non-emergency calls for service; determine nature and location of call; determine priority of calls and dispatch units accordingly; provide assistance, information and directions to non-emergency callers including but not limited to police, fire, paramedic, animal control and public utilities calls for service.
2. Receive and forward non-emergency calls to proper personnel or departments.
3. Maintain awareness of field unit activities; communicate with field units through radio in accordance with Federal Communications Commission (FCC) regulations; maintain status and location of units on patrol.
4. Retrieve information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information; relay information to officers in the field.
5. Enter call information into computer system; log and complete call forms; maintain records of calls for service and self initiated officer's activities.
6. Operate a multi-channel radio system; monitor other channels while maintaining radio traffic on main channels.
7. Receive and review reports for accuracy; index and enter report information into computer; maintain files and produce appropriate correspondence.
8. Receive and prepare outside agency teletypes and daily watch bulletins for briefing material; maintain accurate audit trail for criminal history information and administrative teletype messages.
9. Assist in providing training to new dispatch staff; ensure proper computer entry of calls for service; update and maintain training materials and informational memos.
10. Assist the public at the front counter; provide information, produce copies of reports and records and respond to general inquiries.
11. Enter and maintain arrest warrants into the appropriate computer systems.
12. Maintain file of active temporary and permanent restraining orders; ensure that information is properly entered in the computer.

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**Marginal Functions:**

1. Prepare in-custody packets for the District Attorney's office; provide back-up support for processing of citations and subpoenas.
2. Post monthly work schedule and accurately identify shortages and overtime availability as assigned.
3. Perform related duties and responsibilities as required.

**QUALIFICATIONS**

**Knowledge of:**

Operations, services and activities of a police communications center.  
Operations of a computer aided dispatch system.  
Current law enforcement codes, procedures and practices.  
Principles and procedures of records keeping, security and dissemination.  
Methods and techniques of obtaining information for both emergency and non-emergency calls.  
Dispatching techniques with use of radio system for communicating and receiving information.  
English usage, spelling, grammar and punctuation.  
Modern office procedures, methods and computer equipment.  
Pertinent Federal, State and local laws, codes and regulations.

**Ability to:**

React calmly and effectively to emergency situations.  
Establish priority of emergency situations.  
Effectively communicate and elicit information from upset and irate callers.  
Analyze and interpret maps.  
Operate 911 systems, radio transmitting system, and computer aided dispatch system.  
Respond to and resolve difficult and sensitive citizen inquiries and complaints.  
Perform multiple tasks in a timely and accurate manner.  
Work independently in the absence of supervision.  
Type accurately at a speed necessary for successful job performance.  
Understand and follow oral and written instructions.  
Operate a variety of office equipment including a computer, teletype and radio.  
Interpret and apply Federal, State and local policies, procedures, laws, codes and regulations.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

**Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.  
A typical way to obtain the knowledge and abilities would be:*

**Experience:**

Two years of increasingly responsible communications or dispatch experience.

**Training:**

Equivalent to the completion of the twelfth grade. Additional specialized training in communications or a related field is desirable.

**License or Certificate**

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Possession of, or ability to obtain, a law enforcement computer system access certificate.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office and dispatch environment; exposure to irregular work hours, noise, unusual fatigue factors and emergency situations.

**Physical Conditions:**

Essential and other important responsibilities and duties may require maintaining physical condition necessary for sitting for prolonged periods of time; extensive use of computer keyboard.